

BUILDING BETTER WORKING  
RELATIONSHIPS

# Boosting Personal Communication Skills and Team Interactions

**Course Date: Friday,  
January 12, 2007**

⇒⇒⇒ **New Course for FY 06/07** ⇐⇐⇐

**Time:**

9:00 a.m.— 4:30 p.m.

**Location:**

County Government Center  
1055 Monterey Street  
1st Floor, Rooms 161 & 162  
San Luis Obispo

**Facilitator:**

Michele Jackman, MSW, MA

**Cost:**

No registration fee to County  
employees.  
\$225.00 for non-County  
employees.

**REGISTER NOW!**

Limited space available.

Email: All reservations are to  
be made through the Employee  
University email address.

[EmployeeUniversity@co.slo.ca.us](mailto:EmployeeUniversity@co.slo.ca.us)

This course focuses on the predictable communication problems one faces with diverse populations and other members of project teams. Using concrete examples, and class examples, this course provides tips and strategies for negotiating the best outcomes when there is some level of conflict.

A review of information processing issues, feedback skills, and facilitation skills is covered.

- Overcoming your own personal communication barriers
- Choosing the correct methods for the message to be heard (email, email, etc.)
- Seeing different points of view and understanding the real intentions
- Learning how to give feedback more efficiently and effectively
- Learning how to present something more effectively so others can hear it
- Focusing on common goals and desired outcomes
- Negotiating difficult issues where you cannot concede totally

**CANCELLATION POLICY:**

If you need to cancel your registration for an E.U. Class, please do so via email two weeks prior to the class date to avoid the \$50.00 cancellation fee.

If you can find an employee in your department to take your place, email the change in attendees and the cancellation fee will be waived.

